

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Key Points about the Computer Skills Assessment Process

The computer skills assessment process is available to all employees (also volunteers, interns, contractors, etc.) whose departmental work functions involve the use of a computer. This assessment can be used to identify areas of technology training that are needed and/or wanted by the employee.

- A basic computer skills assessment tool has been developed and can be administered by trained assessors in all the regional offices, hospitals, facilities, and other BDS offices/programs of the Department of Health and Human Services.
- The assessors for _____ are: _____.
- If a staff member would prefer to have the assessment done by an off-site assessor, every effort can be made to accommodate that request.
- The assessments typically take about 20-40 minutes.
- The assessment is generally done on-site at the employee's computer; however, if the employee wishes more privacy than this might provide, the assessor will identify a computer on-site that will allow for privacy.
- **The purpose of the assessment is not a test, but an opportunity to identify basic technology training needs of individual employees.** Further, the employee can use the assessment recommendations and comments to support the need for training to his/her supervisor.
- **Every effort can be made to accommodate individual learning styles as training opportunities are planned and employees gain new computer skills.**
- If the assessment shows that the employee does not have all the basic computer skills being assessed, the assessor can set a follow-up date with the employee for a reassessment in those specific areas only. This reassessment date should allow for a reasonable interval for training which takes into account the amount of training required.
- The assessor will note on the assessment summary page any technology trainings recommended for the individual. The assessor will also note any technology training-related special needs, which may be identified in the course of the assessment.
- Technology training opportunities and processes available through the Department should be carefully and thoroughly discussed with the employee. This includes a discussion of the opportunities available through Muskie (the technology courses and the special training fund), clarification that the **training is already paid for through a department-wide contract**, and an explanation of any special training options available. The assessor should let the employee know that the Department is very supportive of core competency trainings.
- The assessor will make certain that the employee has and/or knows how to access information about these technology training opportunities.
- The recommendations and comments of the assessor regarding training are not authorizations for that training. Approvals for technology training should follow the same process as for any other training.
- As the Department's information systems are implemented and enhanced, employees may identify additional personal technology training needs themselves and, in those instances, should not hesitate to request more training to increase their skill and knowledge level.
- The purpose of the assessment must not be confused with training itself and must not be used as a substitute for technology training.
- Assessors will adhere to confidentiality principles in regard to the assessments and assessment results.
- The assessor will not get involved in supervisory issues/processes around the assessment process or the results. It is the role of supervisors to make possible and assure that employees receive any needed trainings.